

December 4, 2018

**ELECTRONIC DELIVERY**

██████████  
President  
Mt. Sierra College  
800 Royal Oaks Drive  
Monrovia, California 91016

██████████  
*School #M069267*  
*Continued Warning*

Dear ██████████

At the November 2018 meeting, the Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) considered the Commission’s previous action to place Mt. Sierra College located in Monrovia, California on Warning. Upon review of the April 12, 2018 Commission letter and the school’s response, the Commission voted to continue Mt. Sierra College on **Warning** with a subsequent review scheduled for ACCSC’s **May 2019** meeting. The reasons for the Commission’s decision and the Commission’s requirements for the school to demonstrate compliance are set forth below.

### **History of Commission Review**

#### **November 2012**

The Commission considered its previous decision to defer final action of the school’s Application for Renewal of Accreditation and voted to grant the school accreditation for five (5) years with stipulations, which the school later satisfied. The Commission also placed the school on Heightened Monitoring due to graduation rates for the following programs that fell below ACCSC’s benchmark rates:

- Business Administration (BS)
- Business/e-Business (BS)
- Media Arts & Design (BA)

#### **September 2014**

Upon review of Mt. Sierra College’s Heightened Monitoring response and supplemental 2013 ACCSC Annual Report graduation and employment information, the Commission voted to place the school on Outcomes Reporting due to below-benchmark graduation rates for the following programs:

- Business Administration (BS)
- Business Entrepreneurship (BS)

#### **June 2015**

Upon review of Mt. Sierra College’s Outcomes Report and supplemental 2014 ACCSC Annual Report graduation and employment information, the Commission voted to continue the school on Outcomes Reporting due to below-benchmark graduation rates for the following programs:

- Business Administration (BS)
- Business Entrepreneurship (BS)
- Media Arts and Design (BA)

### **August 2016**

The Commission voted to accept Mt. Sierra College's Application for a Change of Location and placed the school on Outcomes Reporting due to below-benchmark graduation and employment rates for the Network Communications (BS) program.

### **November 2016**

The Commission voted to continue Mt. Sierra College on Outcomes Reporting due to below-benchmark graduation and employment rates for the following programs:

- Business (BS) – formerly Business Administration
- Business Entrepreneurship (BS)
- Media Arts and Design (BA)

### **August 2017**

The Commission voted to defer final action on Mt. Sierra College's Application for Renewal of Accreditation, Application of a Change of Ownership, and Outcomes Report. The Commission also directed the school to cease enrollments in the Business (BS) program. The Commission requested additional information related to the school's reported rates of student achievement; employment verification; and institutional assessment and improvement planning.

### **February 2018**

Upon review of the September 14, 2017 Commission deferral letter and the school's response, the Commission voted to place Mt. Sierra College on Warning due to items related to student achievement; employment verification; and institutional assessment and improvement planning.

### **November 2018 Review:**

1. Mt. Sierra College must demonstrate that the school has adequate management and administrative capacity in place that includes full-time on-site supervision by an individual or team with the appropriate combination of education, experience, and demonstrated ability to lead and manage a post-secondary educational institution in compliance with accrediting standards (*Section I (A)(1)(a), Substantive Standards, Standards of Accreditation*). In the previous section of this letter, the Commission listed the school's persistent inability to address compliance issues, particularly related to student achievement outcomes, which raises questions about the management team's ability to operate the school in compliance with accrediting standards on an ongoing basis. In the more than six years during which the school has reported below-benchmark student achievement rates, the school changed ownership twice and has had multiple school directors. As part of Mt. Sierra College's response to the April 12, 2018 Commission letter, the school acknowledged a correlation of the lack of management continuity to poor successful student achievement stating the following:

*To truly address the factors that impact student achievement at Mt Sierra College, the current administration had to be honest with themselves and admit that one of the underlying root causes of low student achievement is due to a lack of accountability among the faculty and administration. The previous management structure was insufficient in ensuring faculty were accountable to completing their administrative duties listed in their contracts in a timely manner, and there was also a lack of accountability placed on the upper management to ensure that faculty were completing their responsibilities.*

The school also stated:

*A change in ownership in January 2017 also brought along a new leadership philosophy and leadership structure. With the support of the new owners and a new president, [REDACTED] the College is working on stabilizing the high turn-over rate that was prevalent among administrative roles.*

Although there was not a team finding regarding the school’s management in the June 20, 2017 Team Summary Report for the Renewal of Accreditation and Change of Ownership on-site evaluation which occurred on March 9-10, 2017, the school’s director changed several times between the time of the on-site evaluation and the November 2018 Commission meeting. As such, the school has not demonstrated that the current management team possesses the ability to lead and manage a post-secondary educational institution in compliance with accrediting standards.

Based on the foregoing, the Commission directs Mt. Sierra College to submit the following:

- a. A current completed organizational chart listing the school’s management and administrative staff;
- b. An explanation as to how the number of managers is sufficient, given the size and scale of the school’s operations;
- c. Detailed descriptions of how each member of the management team listed on the organizational chart is qualified for his or her particular role, including education, training, experience, and demonstrated ability to lead and manage a post-secondary educational institute (the school may submit Staff Personnel Reports<sup>1</sup> for these staff members);
- d. Management retention information for all management and administrative staff employed at the school between January 1, 2018 and February 28, 2019 using the following format:

Name	Title	Initial Date of Employment	Tenure of Service		Reason for Leaving / Termination (if applicable)
			Yrs.	Mos.	

- e. A description of the school’s efforts to increase retention for management and administrative staff and a summary of the impact of the strategies employed to ensure greater retention going forward;
- f. An updated copy of the school’s institutional assessment and planning documents that covers the school’s operations in the areas of management; fiscal condition and budget; administrative policies and practices; student support services; faculty and staff development; educational program curricula; learning resources system, equipment, and supporting materials; facilities; and student achievement outcomes (the plan should minimally include timeframes associated with institutional assessment and improvement goals, timelines/deadlines beyond 2018 for the benchmarks in making progress toward those goals, the person(s) responsible for the tasks involved, and information to show that the activities are being implemented);
- g. Documentation demonstrating that the school has taken into consideration students’ concerns and that the school has taken the appropriate and necessary steps to accommodate the students need (e.g., working equipment, available learning resources, and fixed/purchased chairs); and
- h. Any additional information that the school believes will be useful to the Commission in making a determination regarding the school’s compliance with ACCSC’s requirements regarding management and administrative capacity.

<sup>1</sup> Staff Personnel Reports are available under the Forms and Reports section of the ACCSC website at <http://www.accsc.org/Forms-and-Reports/Forms-And-Reports.aspx>.

Please note that the Commission will also continue to assess the school’s ability to manage a post-secondary educational institution in compliance with accrediting standards in part based on the response to the items below.

2. Mt. Sierra College must demonstrate successful student achievement by maintaining acceptable rates of student graduation and graduate employment in the career field for which the school provided education (*Section VII (B)(1)(b), Substantive Standards, Standards of Accreditation*). In response to the April 12, 2018 Commission letter, the school reported the following student achievement rates using a September 2018 Report Date on Graduation and Employment Charts:

Program (Credential)	Length in Months	Mt. Sierra College Graduation Rate	ACCSC Benchmark Graduation Rate	Mt. Sierra College Employment Rate	ACCSC Benchmark Employment Rate
Business (BS)	48	25%	40%	76%	70%
Information Technology (BS) – Concentrations in: <ul style="list-style-type: none"> <li>• Computer Information Technology</li> <li>• Information Security</li> </ul>	48	23%	40%	91%	70%
Media Arts and Design (BA) – Concentrations in: <ul style="list-style-type: none"> <li>• Game Art &amp; Design</li> <li>• Visual Design</li> </ul>	48	26%	40%	74%	70%

The Commission found that Mt. Sierra College reported the graduation rates highlighted above that fall below ACCSC’s student achievement benchmark rates.<sup>2</sup> The school also provided the following retention data using a September 2018 Report Date for all student starts from October 2015 through January 2018:

Program	Overall Retention Rate	Retention Rate – 50% Program Completed	Retention Rate – 25% Program Completed	Retention Rate – 15% Program Completed
Business (BS)	43%	40%	38%	43%
Information Technology (BS) – Concentrations in: <ul style="list-style-type: none"> <li>• Computer Information Technology</li> <li>• Information Security</li> </ul>	59%	77%	55%	59%
Media Arts and Design (BA) – Concentrations in: <ul style="list-style-type: none"> <li>• Game Art &amp; Design</li> <li>• Visual Design</li> </ul>	62%	50%	54%	62%

While the Commission noted positive retention trends for the Information Technology (BS) program and the Media Arts and Design (BA) program, the Commission remains concerned about the viability of the Business (BS) program. Specifically, the Commission considered the history of the school reporting below-benchmark graduation and employment rates over the last six years as stated in the April 12, 2018 Commission letter for this program. Although the school reported improved employment rates from those listed in the April 12, 2018 letter and showed positive retention trends as stated above, the school’s inability to demonstrate successful student achievement by maintaining

<sup>2</sup> Section VII (B)(1)(b)(ii), Substantive Standards, Standards of Accreditation and Appendix VI - Student Achievement Rates.

acceptable rates of student graduation, particularly in the Business program, for over six years is troubling. Additionally, the school did not provide sufficient evidence for the Business program of positive trending such that the school can meet the Commission’s graduation rate benchmark in a sustainable way. The Commission also questioned whether job titles for Business graduates such as Administrative Assistant; Dispatcher; and Data Entry Clerk are appropriate and reasonable based on the educational objectives of a Bachelor’s degree program per ACCSC’s *Guidelines for Employment Classification*.<sup>3</sup> **Accordingly, the Commission determined that the cease enrollment directive for the Business program per the September 14, 2017 ACCSC letter remains intact.**

As part of the response to the April 12, 2018 letter, Mt. Sierra College indicated that the school conducted an analysis of the admissions criteria. Specifically, effective January 2018, the school increased the entrance requirement from a 2.0 cumulative high school grade point average (“GPA”) to a 2.25 GPA. Mt. Sierra College presented data from 2009-2018 in which 74.6% (308 of 413) of incoming students with a GPA under 2.25 withdrew compared to 61.4% (307 of 500) of incoming students with a GPA of 2.25 or above. The Commission noted, however, that the graduation rate for students with a GPA of 2.25 or above still remains below the benchmark rate. Additionally, Mt. Sierra College provided data of incoming students with a college GPA, again showing an improvement from a withdrawal rate for those with a GPA under 2.25 of 67.7% (113 of 163) to students with a GPA of 2.25 or above of 50.4% (120 of 238). Mt. Sierra College also acknowledged that the school accepted a significant number of students with a GPA under 2.0 from 2011 to 2016, most of whom did not graduate. The school indicated that it stopped this practice in 2017.

Mt. Sierra College also detailed why students withdrew from the school with attendance<sup>4</sup> being the primary reason followed by academic dismissals of students violating the Satisfactory Academic Progress policy. Therefore, the school provided more resources to addressing these areas and supporting students with academically related challenges, resulting in fewer withdrawals during the Fall 2017 to Summer 2018 period.

In addition, although the Commission did not direct Mt. Sierra College to submit a Graduation and Employment Chart for the Network Communications (BS) program in the April 12, 2018 letter, the school reported the following student achievement rates using a July 2018 Report Date in the 2018 ACCSC Annual Report:

Program (Credential)	Length in Months	Mt. Sierra College Graduation Rate	ACCSC Benchmark Graduation Rate	Mt. Sierra College Employment Rate	ACCSC Benchmark Employment Rate
Network Communications (BS)	48	13%	40%	50%	70%

Including the Network Communications program, Mt. Sierra College reported graduation rates in all four of its active programs that fall below ACCSC’s benchmark rates. As stated in the April 12, 2018 letter, the Commission has provided the school with numerous opportunities to identify and assess the factors impacting the rates of student achievement, to further develop its student achievement strategies, and to document the effectiveness of its efforts to improve student achievement in light of the student achievement rates that fall below the Commission’s benchmarks.

<sup>3</sup> Appendix VII – Guidelines for Employment Classification, Standards of Accreditation

<sup>4</sup> The Commission noted that the main reason for withdrawal/termination is in the area of attendance and is interested whether this represents international students in order to ensure the school is monitoring federal requirements in this regard.

In addition, upon review of the supporting information for the Graduation and Employment Charts, the Commission noted that in some cases students withdrew/terminated from the program after completing up to five years. Below are some examples:

Program	Student ID	Start Date	Withdrawal/Termination Date
Business	██████████	7/5/2011	4/15/2015
Business	██████████	10/3/2011	2/23/2016
Business	██████████	1/9/2012	9/15/2016
Business	██████████	1/9/2012	6/15/2016
Business	██████████	4/9/2012	6/16/2016
Information Technology	██████████	4/9/2012	9/24/2017
Information Technology	██████████	10/3/2011	9/18/2016
Information Technology	██████████	10/3/2011	6/19/2016
Media Arts & Design	██████████	4/9/2012	3/14/2018
Media Arts & Design	██████████	4/9/2012	1/28/2016
Media Arts & Design	██████████	4/9/2012	5/23/2017
Media Arts & Design	██████████	1/9/2012	4/26/2017
Media Arts & Design	██████████	10/3/2011	11/16/2016
Media Arts & Design	██████████	10/3/2011	1/14/2016
Media Arts & Design	██████████	7/5/2011	3/1/2016
Media Arts & Design	██████████	7/5/2011	2/28/2018

While accrediting standards allow for a student to complete programs within 1.5 times the program length to be reported as a graduate on the Graduation and Employment Chart, the Commission is interested why so many students withdraw after spending four or five years in the program. Therefore, the Commission is interested in an analysis of the reason why students withdraw or are terminated.

Exacerbating the Commission’s concern, as explained in Item #3 of this letter, is that Mt. Sierra College again did not demonstrate that the Commission can place a high level of reliance upon information, data, and statements provided by the school through supplying verifiable records of graduate initial employment (*Preamble, Introduction, Rules of Process and Procedure; Section VI (C)(2), Substantive Standards, Standards of Accreditation*).

Based on the forgoing, the Commission directs Mt. Sierra College to provide the following:

- a. An updated description of the factors impacting successful student achievement in all of the school’s programs, an updated description of the strategies implemented to overcome those factors, and an analysis and assessment of the effectiveness of the school’s efforts.
- b. A list of students who withdrew or were terminated from January 1, 2018 through February 28, 2019 after three or more years of enrollment in the chart below and a “drop analysis” which provides the reasons why students withdrew or were terminated.

Student ID#	Program	Start Date	Withdrawal Date	Reason for Withdrawal / Termination

- c. A copy of the school’s attendance policy and evidence that the school adheres to this policy.
- d. An assessment of whether the students with attendance issues represent the international student population and a description of any differences between how the school’s procedures for tracking

attendance for international students (i.e., students enrolled on the basis of a student visa) from domestic students.

- e. A description of the school’s efforts to support and enhance student attendance and an assessment of the efficacy of the school’s efforts.
- f. Copies of minutes from all Program Advisory Committee (“PAC”) meetings hosted from July 1, 2018 through March 8, 2019. These minutes must include the date, time, and location of each meeting as well as a comprehensive and clear description of the review of and commentary made by each of the school’s PAC, and **must emphasize the review and commentary regarding student achievement outcomes.**
- g. Retention Charts for **all programs** using a March 2019 Report Date as follows:
  - 1. Updated Retention Charts from those submitted in response to the April 12, 2018 Commission letter for all student starts beginning in October 2015; and
  - 2. New Retention Charts for cohorts after the school implemented the new entrance requirements (i.e., higher GPA admissions requirement);
- h. Graduation and Employment Charts for **all programs** using a **July 2019 Report Date**;
- i. Summary information for **each** Graduation and Employment Chart organized according to the corresponding **cohort start date** reported on the chart (line #1) as follows:
  - i. For each student start, provide the following information:

Student ID# <sup>5</sup>	Program	Start Date	Graduation Date	Withdrawal/Termination Date

- ii. For each student classified as “Unavailable for Graduation” (line #6), provide the following information:

Student ID#	Program	Start Date	Reason Unavailable	Description of the Documentation on File

- iii. For each graduate classified as employed in the field<sup>6</sup> (line #14), provide the following information:

Graduate ID#	Program	Start Date	Employer, Address, & Ph. #	Employer Point of Contact	Date of Initial Employment	Descriptive Job Title and Responsibilities	Source of Verification <sup>7</sup> <small>(i.e., graduate or employer)</small>

- iv. From the list in (iii) above, for each graduate classified as employed in a training related field, that is “self-employed,” provide the following:

Graduate ID#	Program	Start Date	Description of the Documentation on File

- v. From the list in (iii.) above, for each graduate classified as employed in a training related field, that is “Career Advancement,” provide the following:

Graduate ID#	Program	Start Date	Description of the Documentation on File

<sup>5</sup> Do not submit Social Security Numbers. If the school uses the student’s Social Security Number as the Student ID, then provide the student’s name in lieu of the student ID number.

<sup>6</sup> See Appendix VII – Guidelines for Employment Classification, Standards of Accreditation.

<sup>7</sup> Appendix VII (4) – Guidelines for Employment Classification, Standards of Accreditation requires the school to verify the employment classification.

vi. For each graduate classified as “Graduates-Further Education” (line #11) or “Graduates-Unavailable for Employment” (line #12), provide the following information:

Graduate ID#	Program	Start Date	Classification on the G&E Chart	Reason	Description of the Documentation on File

k. Any additional information, to include contemporaneous retention, graduation, or employment data or rates, that will help to demonstrate acceptable levels of student achievement in the school’s programs as required by accrediting standards.

Pursuant to *Section VII (R), Rules of Process and Procedures, Standards of Accreditation* the Commission may take a programmatic action to require a school to cease enrollment in a program or may suspend or revoke the approval of a program when a program fails to demonstrate acceptable rates of student achievement.

3. Mt. Sierra College must demonstrate that the Commission can place a high level of reliance upon information, data, and statements provided by the school through supplying verifiable records of each graduate initial employment (*Preamble, Introduction, Rules of Process and Procedure; Section VI (C)(2), Substantive Standards, Standards of Accreditation*). The school must also support its reported rates of graduate employment by maintaining verifiable records of initial employment (*Section VI (C)(2) and Section VII (B)(1)(b), Substantive Standards, Standards of Accreditation*). In response to the April 12, 2018 Warning letter, Mt. Sierra College listed 29 graduates employed in the field between January 1, 2018 and June 30, 2018 and provided employment verification documentation for these graduates. In reviewing the documentation, the Commission noted the following:

- The employment verification forms for [REDACTED] indicate that that the school received employment verification verbally; however, the forms do not show that the school received verbal verification from the graduate and employer.
- Although the employment verification form for [REDACTED] showed that the school received verbal employment verification from the graduate and employer, the school did not demonstrate that diligent efforts have been made to secure written documentation without success.<sup>8</sup>
- The employment verification forms for [REDACTED] show that the school only received verbal verification in support of career advancement classifications.<sup>9</sup>
- The employment verification form for [REDACTED] indicates that he is self-employed as the CEO with a hire/start date of January 2010. Although the graduate completed the form and circled “yes” regarding the career advancement statement, the form does not show self-employment information to include an attestation that the self-employment is aligned with the individual’s employment goals, is vocational is based on and related to the education and training received, and shows that the graduate is earning training-related income.
- The self-employment verification forms for [REDACTED] includes attestations from the school’s Career Services Director stating “I attest the above information regarding the

<sup>8</sup> As a reminder, in cases where a school can show diligent efforts have been made to secure such written documentation without success, the school maintains employment verification records that include the graduate’s and employer’s name and contact information and a signature of school staff attesting to verbal employment verification with the employer and the graduate and the date of the verifications (*Appendix VII – Guidelines for Employment Classification, Standards of Accreditation*).

<sup>9</sup> Per ACCSC’s *Guidelines for Employment Classification*, students that are already employed in the field of study at the time of graduation can be considered employed when completing the program of study by the school showing with **written documentation** (emphasis added) from the employer or the graduate that the training allowed the graduate to maintain the employment position due to the training provided by the school; or that the training supported the graduate’s ability to be eligible or qualified for advancement due to the training provided by the school.

graduate’s employment information was obtained verbally.” The school also included a screen-shot of [REDACTED] LinkedIn page showing that the graduate is self-employed.

Per ACCSC’s *Guidelines for Employment Classification*, the school must secure **written documentation** [emphasis added] from the self-employed graduate verifying that the employment is valid including, at a minimum, a statement signed by the graduate which includes the following:

- The graduate’s name and contact information;
- An attestation that the self-employment is aligned with the individual’s employment goals, is vocational, and is based on and related to the education and training received; and
- An attestation that the graduate is earning training-related income.

In addition, the Commission reminds the school that resumes and print-outs from social media accounts, such as personal Facebook pages and LinkedIn, do not demonstrate written documentation of initial employment.

Based on the foregoing, the Commission directs Mt. Sierra College to submit the following:

- a. An updated description of the school’s process and procedures for recording and verifying graduate employment (The school must also include a copy of the current verification form or other tool the school utilizes to verify employment – the policy and verification form must also include information for graduates reported in the career advancement and self-employment categories);
- b. For each graduate that the school has identified as employed in the career field for which the school provided education between January 1, 2019 and February 28, 2019, submit the following information:

Graduate ID#	Program	Start Date	Employer, Address, & Phone#	Date of Initial Employ	Descriptive Job Title

- c. The following supplementary information:
  - i. A copy of the school’s completed verification form (as indicated in item a. above) for each graduate employed listed in b. above;
  - ii. For each graduate classified as self-employed, provide a signed statement from the graduate verifying that the employment is valid which includes the following:
    - The graduate’s name and contact information;
    - An attestation that the self-employment is aligned with the individual’s employment goals, is vocational, and is based on and related to the education and training received;
    - An attestation that the graduate is earning training-related income; and
    - In cases where licensure is required for employment, an attestation that such licensure has been achieved; and
  - iii. For each graduate classified as “career advancement,” provide supporting and verifiable documentation for each graduate to include a signed statement from the graduate or employer acknowledging that the training allowed the graduate to maintain the employment position due to the training provide by the school or that the training supported the graduate’s ability to be eligible or qualified for advancement due to the training provided by the school; and

- d. Any additional information the school believes will be useful to the Commission in making a determination regarding the school's compliance with ACCSC's employment verification requirements.

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### **Warning Restrictions**

Pursuant to *Section VII (K)(7), Rules of Process and Procedure, Standards of Accreditation*, the Commission will not consider substantive changes, a change of location/relocation, or additions (i.e., separate facilities, new programs) to a school or its separate facilities while the school is under a Warning.

### **Notification to Students**

The Commission requires the school to inform current and prospective students in writing that the school has been placed on Warning and to provide a summary of the reasons for the Warning Order (*Section VII (K)(7) Rules of Process and Procedure, Standards of Accreditation*).

### **Max Timeframe To Achieve Compliance**

Based on *Section VII (M), Rules of Process and Procedures, Standards of Accreditation* and the school's longest program of forty-eight months, the maximum timeframe allowed for Mt. Sierra College to achieve and demonstrate compliance with the *Standards of Accreditation* twenty four months. Thus, the timeframe to achieve compliance began as of the date of this letter and ends on April 12, 2020. Please also be advised that the Commission is under no obligation to wait for the maximum timeframe to expire and may take an adverse action prior to the expiration of the maximum allowable timeframe.

### **Response Requirements**

By applying for accreditation, a school accepts the obligation to demonstrate continuous compliance with the *Standards of Accreditation*. While the Commission employs its own methods to determine a school's compliance with accrediting standards, the burden rests with the school to establish that it is meeting the standards. The Commission's deliberations and decisions are made on the basis of the written record and thus a school must supply the Commission with complete documentation of the school's compliance with accrediting standards.

Mt. Sierra College must provide a response to the items expressed above that provides the information requested along with any additional information that the school believes supports a demonstration of compliance with accrediting standards.<sup>10</sup> If the school's response contains documentation that includes personal or confidential student or staff information that is not required for the Commission's review (e.g., social security numbers, dates of birth, etc.), please remove or redact that information.

Mt. Sierra College must upload the school's electronic response directly to ACCSC's College 360 Database. The ACCSC College 360 database can be accessed by [clicking here](#). Please note that the password utilized by the institution to access the Annual Report Portal is the same to access the School Submission section of the College 360 database. The Instructions for Electronic Submission can be found [here](#). A detailed overview on how to upload a school submission can be found [here](#).

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<sup>10</sup> ACCSC has issued two modules of the **Blueprints for Success Series** – [Organizing an Effective Electronic Submission](#) and [Preparing a Comprehensive Response for Commission Consideration](#) – which provide a framework for submitting a well-documented, organized, electronic response for Commission consideration. ACCSC encourages the school to review these modules when formulating its response to this letter. More information is available in the [Resources section](#) at [www.accsc.org](http://www.accsc.org).

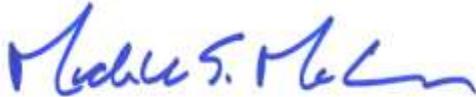
Keep in mind, the school's response must be prepared in accordance with ACCSC's Instructions for Electronic Submission (e.g., prepared as one Portable Document Format ("PDF") file that has been prepared using Adobe Acrobat software (version 8.0 or higher) and which has a .pdf extension as part of the file name). The school will receive an e-mail confirmation that the file has been received within 24 hours of the submission.

The school's response must also include a signed certification attesting to the accuracy of the information and be received in the Commission's office **on or before March 14, 2019**. If a response, the required fee,<sup>11</sup> and the certificate of attesting to the accuracy of the information is not received in the Commission's office **on or before March 14, 2019**, the Commission will consider further appropriate action.

For assistance with the password or for any other questions regarding the electronic submission requirements, please contact [REDACTED]. Please note that any password requests to access College 360 must be made by the school director, or designated member of the school's management team, via e-mail.

For further assistance or additional information, please contact [REDACTED] or [REDACTED]

Sincerely,



Michale S. McComis, Ed.D.  
Executive Director

c: [REDACTED]  
[REDACTED]

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<sup>11</sup> ACCSC assesses a \$500 processing fee to schools placed on Warning.